

## Interested in becoming an ISO auditor?

Train with the best — IAPMO R&T Registration Services

This intensive three-day training course provides all the basics for becoming a top-quality ISO 9001:2000 auditor. You'll learn about structuring your documentation system, conducting management reviews, and building audit capabilities. Each day is jam-packed with informative, hands-on training materials that allow you to interact with the instructor and fellow participants, giving you the broadest opportunity to learn.

If you're interested in becoming an ISO 9001:2000 auditor, this is one class you don't want to miss. You'll be receiving instruction from a reputable, ANAB-accredited organization with an international reputation for quality. Spaces are filling up quickly, so reserve your spot today!

**Date:** December 4 – December 6, 2007  
**Location:** The IAPMO Group  
5001 East Philadelphia Street  
Ontario, CA 91761  
**Contact:** (909) 230-5530  
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**Cost:** \$1,250 per person

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### IAPMO R&T Registration Services Training Curriculum

#### Day 1

##### The Story Behind ISO 9001:2000

- Where it came from — the history of ISO.
- How ISO functions in the world — the system of accreditation boards and certification boards.
- How ISO is structured — the thinking behind the words.
- Eight quality management principles.

##### Understanding the Standard

- The meaning of each element.
- The practical application for each element.

##### Seeing the Standard as a “Tool” Rather Than a “Requirement”

We will cover all of the important tools within the standard. Samples will be provided as a starting point and will be further developed in working sessions.

##### Clause 4 – Systems

- 4.1 Identifying your own processes and the outsourced processes
- 4.2.1 Structuring your documentation system
- 4.2.2 Writing the manuals
- 4.2.3 Methods of controlling documents
- 4.2.4 Methods of controlling records

##### Clause 5 – Management

- 5.3 Creating a quality policy
- 5.4.1 Creating quality objectives

- 5.5.1 The importance of responsibility and authority
- 5.6 How to conduct a management review

#### Clause 6 – Resources

- 6.2 How to manage human resources
- 6.2 How to build a training program
- 6.3 How to manage infrastructure and build a maintenance program

## Day 2

#### Clause 7 – Product Realization

- 7.1 The role of planning and how to create planning documents
- 7.2 How to document contract review
- 7.3 Structuring the design process
- 7.3 Creating documents that support the design process
- 7.4 Methods of supplier evaluation and re-evaluation
- 7.5 Evaluating your controls (what are “controlled conditions”?)
- 7.6 Building a calibration recall system

#### Clause 8 – Measurement, Analysis and Improvement

- 8.2.1 Understanding the value of customer feedback
- 8.2.1 Creating methods of soliciting customer satisfaction information
- 8.2.2 Creating and planning an internal audit program
- 8.2.3 How to measure process
- 8.3 Devising methods of handling nonconforming product
- 8.4 How to build data analysis tools
- 8.5.1 Identifying and tracking improvements
- 8.5.2 Building a first-class corrective action system
- 8.5.2 How to perform root cause analysis
- 8.5.3 Understanding and encouraging preventive action

## Day 3

### Day 3 centers on Internal Audit

#### What is an audit?

- The official definition
- What are we auditing?
- The purpose of an audit — why are we auditing?
- Identifying audit objectives

#### Auditors

- What do they do?
- What are their qualifications?
- The character issue

#### How to Audit

- Understanding the Standard through a workshop with case studies
- Investigation – Reasoning – Expression
- Methods of investigation: Comparison – Interview - Observation
- The three values: Effectiveness – Efficiency – Conformance
- Writing nonconformances
- The audit cycle

#### Managing an Audit Program

- The need for leadership
- Static versus dynamic programs
- Building audit capability, building the team
- Introduction to ISO 19011:2004 as the key guidance document

#### Process-Based Auditing

- Conformance as an issue
- Improvement as an issue
- Finding the right balance
- Creating a process audit matrix
- Creating checklists

#### Training your auditors

- Building a training program and using your resources
- Identifying your trainers
- Teaching the Standard
- Teaching audit techniques
- Training by doing — peer training
- Continual education

**Contact Shirley Dewi at (909) 230-5530 or [shirley.dewi@iapmort.org](mailto:shirley.dewi@iapmort.org) to reserve your space today!**